

AUSTIN AMES

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BASEBALL INDUSTRY EXPERIENCE

Washington State University Baseball

Pullman, WA

Director of Baseball Operations

July 2023 – Current

- Manage day-to-day administrative and operational functions for the program including, but not limited to, travel logistics, assisting in recruiting activities, and planning alumni events
- Oversee, organize, and coordinate all aspects of both home and away game day management and logistics throughout a fourteen-week regular season plus NCAA playoffs including itineraries, team meals, ground transportation, flights, hotel accommodations, team practice sites, etc.
- Budget over \$600,000 appropriately by maintaining individualized records of expenses and working with the business office to reconcile all expenses in a timely manner
- Lead and develop a five member student manager program, coordinating operational support, recruiting initiatives, analytics/video services, and creative media projects
- Plan and execute special events such as community events, team functions, and annual alumni weekend, in which we've fundraised over \$47,000 in three years
- Coordinate all official/unofficial recruitment visits to campus by setting up flight/lodging and co-leading campus tours
- Operate Microsoft Office programs to communicate actively with coaching staff and various departments in athletics
- Manage ARMS software to keep up to date on all appropriate paperwork and compliance obligations
- Utilize technologies such as Synergy, Trackman, TruMedia, Verified Athletics, and NCAA Transfer Portal to enhance team
- Assist coaching staff on hitter's scouting reports to prepare for games in season
- Serve as a liaison between the baseball program, university administration, and outside sources for effective communication

USA Baseball

Cary, NC

Baseball Operations Intern - Prospect Development Pipeline

April 2023 – July 2023

- Evaluated pitchers and hitters through Rapsodo hitting and pitching 2.0/3.0, TrackMan, and Diamond Kinetics in batting practice, bullpen, and on-field activity
- Examined pitching and hitting data collected by tagging pitches and assessing hitting statistics to send to all 30 MLB clubs
- Measured athletes cognitive skills, speed of processing, and athletic performance through a wide variety of testing including Microgate OptoJump, Witty SEMS, and RighEye Sports
- Facilitated and traveled to various events around the country hosting top high school and collegiate amateur prospects
- Presented informed insight to athletes, coaches, and scouts regarding data collection
- Aided in all aspects of day to day operations, including pre-event planning, event management, and event-day operations

Major League Baseball

Vero Beach, FL

Athletic Operations Intern - Jackie Robinson Training Complex

January 2023 – June 2023

- Assisted with day-to-day operation of the athletic department at a Major League Baseball owned and operated facility
- Compiled and built team and master schedules for over 100 domestic and international high schools and colleges
- Assisted in administering 69 team President's Day and 21 team Memorial Day tournaments
- Executed pre-event planning, document collection, and team outreach for various events at the complex
- Oversaw front end administrative duties to arrange for Major League Baseball youth development initiatives
- Supervised and assisted with international Korean Baseball Organization's SSG Landers
- Managed groups onsite with upmost service to act as a liaison between onsite clients and staff

St. Louis Cardinals

St. Louis, MO

Ticket Sales Associate

June 2022 – January 2023

- Cultivated new business and strengthen current existing accounts through inbound sales with ProVenue ticketing
- Sold over \$24,000 in total ticket sales through over 700 inbound calls and over 100 outbound calls
- Advertised ticket types throughout all levels of the stadium including suites, premium all-inclusive areas, and theme tickets
- Provided excellent customer service via all inbound portals of communication including phone calls and emails
- Communicated and cooperated with ticket services to respond to customer inquiries and resolve customer issues
- Worked in tandem with ticket development, marketing, season, premium, and group sales departments

Cape Catfish

Cape Girardeau, MO

Intern – Ticket Sales Practicum

January 2022 – May 2022

- Managed all ticket sales and prepared reports of accurate ticket sales with Fans First Tickets
- Organized ticket inventory, maintained records of usage, and placed orders for printing
- Prepared ticket plans and inserted plans into our ticketing system for customers to purchase
- Trained ticket office members on all procedures regarding ticket sales
- Proposed new seating manifest for our ticketing system
- Developed game day scripts for all 30 home games

Gateway Grizzlies

Sauget, Illinois

Intern – Ticket Sales and Box Office Operations

May 2021 – September 2021

- Sold over \$5000 in walk up/single game tickets and package deals including suites and picnic tables through Glitnir ticketing
- Developed “Wacky Walk-up Wednesday” promotion and raised over \$400 in donations for Cardinal Glennon
- Provided excellent customer service through communication of emails and phone calls
- Prepared and operated will call/guest list window to help with efficiency of lines
- Helped suite areas to provide cleanliness and the best overall experience for guests to enjoy games

RELATED EXPERIENCE**Southeast Missouri State University**

Cape Girardeau, MO

Official NCAA Division 1 Women’s Volleyball Scorekeeper

August 2022 – December 2022

- Recorded the official number of starting players of each team in the serving order submitted
- Conveyed with officials to ensure game is running properly
- Used scoring sheet to keep track of game and make sure score and lineups are correct

Career Ambassador – Office of Career Services

August 2022 – December 2022

- Assisted current students and alumni with resume, cover letter, and LinkedIn review
- Coordinated office procedures with the Experimental Learning Coordinator and Director of Career Services
- Utilized online coursework to receive student documents and return suggested revisions

Equipment/Film Student Assistant – NCAA Division 1 Football Team

October 2020 – May 2022

- Inventoried, distributed, and cleaned equipment throughout the course of the season and offseason
- Filmed team sessions and individual drills, during practice, with video cameras and drones
- Handled setting and cleaning up field and locker room areas for practices and games
- Organized team gear and equipment to enhance team efficiency for over 90 student athletes
- Assisted with packing and loading team equipment for team travel

EDUCATION

Southeast Missouri State University

Cape Girardeau, MO

Bachelor of Science in Sport Management | Summa Cum Laude (4.0/4.0)

May 2023

Minor: Business Administration

Dean’s List/President’s List: (Fall 2019, Spring 2020, Fall 2020, Spring 2021, Fall 2021, Spring 2022, Fall 2022, Spring 2023)

PROFESSIONAL CERTIFICATIONS

Rapsodo Baseball Hitting | Certification

2022

Rapsodo Baseball Pitching | Certification

2022

CAMPUS LEADERSHIP AND ENGAGEMENT**Sport Management Society | President**

- Sport Management Major of the Year | 2021 – 2022

Order of Omega | Member

- Junior of the Year | 2022

Kinesiology, Nutrition, and Recreation Honor Society | President**Sigma Nu Social Fraternity | Athletics Chairman, Board of Governors, Fundraising Chair**